

## CLAIMS

What is claimed as being new and desired to be protected by LETTERS PATENT of the United States is as follows:

1. A computerized information system for accessing workforce development services by job seek, employers, training providers, benefit applicants, students, and the like, and allowing staff to manage and maintain the system, providing job seekers with one-stop universal access to self-service and staff-assisted job seeker services, the system comprising in combination:

a server having a plurality of core services including job seeker services, intensive and staff-assisted services, and employer services, the job seeker services including a plurality of software components providing registration, online orientation and help, labor market services, preparation services, skills matching, community services and benefits information, self directed services, link to job banks, financial services, resume and cover letter builder, consumer reports, resource tracking, appointment calendar, staff and employer messaging, online file folder management, the intensive and staff assisted services including a plurality of software components providing registration, common intake, case management, full eligibility application, case notes, job seeker employment plan, enrollment tracking, program outcome tracking, follow-up tracking, welfare-to-work, self directed core service tracking, finance and grant tracking, appointment calendar, user messaging, job seeker online file folder management, user maintenance, system management and

maintenance, the employer services including a plurality of software components providing registration, online job order management, online resume review, resume search by specific criteria, staff and job seeker messaging, employment incentives, references and resources, regional economic information, industry and labor profiles;

the server also having a plurality of additional services including training provider services and reporting services, the training provider services having a plurality of software components including registration, program information management, program completer details management, program approval request submission, individual training account status review, the reporting services having a plurality of software components including comprehensive reporting, Workforce Investment Act performance monitoring, and usage tracking;

a database running stored procedures operatively coupled with the server for the two-way communication of information; and

a plurality of input/output client devices operatively coupled with the server for the two-way communication of information, the plurality of devices allowing access from job seekers, staff, employers, and training providers providing job seekers with universal access to self-service and staff-assisted workforce development services.

2. A computerized information system of workforce development services comprising:

a server having a plurality of one-stop services for job seekers, staff, employers, and training providers;

a database of stored procedures operatively coupled with the server; and

a plurality of input/output client devices operatively coupled with the server.

3. The system as set forth in claim 2 wherein the one-stop services include job seeker services, intensive and staff assisted services, and employer services.

4. The system as set forth in claim 3 wherein the job seeker services include, but are not limited to, registration, preparation services, community services and benefits information, resume and cover letter builder, and staff and employer messaging.

5. The system as set forth in claim 3 wherein the intensive and staff services include, but are not limited to, registration, common intake, case management, enrollment tracking, and system management and maintenance.

6. The system as set forth in claim 3 wherein the employer services include, but are not limited to, registration, online job order management, online resume review, resume search by specific criteria, staff and job seeker messaging.

7. The system as set forth in claim 3 and further including a plurality of additional services within the server consisting of training provider services and reporting services.

8. The system as set forth in claim 7 wherein the training provider services include, but are not limited to, registration, program information management, program completer details

management, program approval request submission, individual training account status review.

9. The system as set forth in claim 7 wherein the reporting services include, but are not limited to, comprehensive reporting, Workforce Investment Act performance monitoring, and usage tracking.

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